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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Application: William C. Bullard  
Serial No.: 09/276,207  
Filed: 03/25/1999  
For: **CAPTURING QUALITY OF SERVICE**

Examiner: Akers, Gregory  
Art Unit: 2164

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

**SUPPLEMENTAL INFORMATION DISCLOSURE STATEMENT**

In accordance with 37 C.F.R. 1.56, counsel wishes to make of record the attached additional items of information for the Examiner's consideration in connection with this application. These additional items of information were cited in search reports received for related foreign applications within the last three months. Also enclosed is a form PTO-1449 for the Examiner's convenience in making such consideration of record. Inclusion herein of any particular item of information is not to be construed as an admission that same is prior art.

**The Director is hereby authorized to charge any fees that may be required, or credit any overpayment, to Deposit Account 50-1732.**

Respectfully submitted,

Benjamin S. Withrow  
Registration No. 42,466

**RECEIVED**

SEP 26 2003

**GROUP 3600**

Date: September 17, 2003  
File No.: 7000-147

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**CERTIFICATE OF MAILING**

I HEREBY CERTIFY THAT THIS DOCUMENT IS BEING DEPOSITED WITH THE UNITED STATES POSTAL SERVICE AS FIRST-CLASS MAIL, IN AN ENVELOPE ADDRESSED TO: **COMMISSIONER FOR PATENTS, P.O. BOX 1450, ALEXANDRIA, VA 22313-1450, ON SEPTEMBER 17, 2003.**

Name of Depositor Kelly Farrow Signature [Signature] Date of Signature 9/17/03